



ERIC GARCETTI
MAYOR

EXECUTIVE DIRECTIVE NO. 32

Issue Date: December 16, 2021

Subject: Strengthening Language Access in the City of Los Angeles

Los Angeles is a place of belonging — where people from every corner of the world are welcome to chase dreams, raise families and make a positive contribution to the life and history of our city.

One of the most defining markers of our diversity is the sheer number of languages spoken in the Los Angeles area — more than 220 by some estimates — and the benefits and challenges that come with the task of protecting the economic, cultural, social, and political well-being of multilingual immigrant communities. Individuals who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English are referred to as English language learners (ELL). That designation applies to more than 538,800 immigrant residents of our city, representing over 37% of the immigrant Angeleno population.

I established the Mayor’s Office of Immigrant Affairs to support and accelerate immigrant integration through the coordination of City services, outreach, and advocacy with a goal to better ensure that all Angelenos — regardless of immigration status or language spoken — have every possible opportunity to connect to community resources, access government services, engage in civic life, and be informed about laws and policy initiatives that directly impact their lives.

The effects of the pandemic on our people have underlined the lifesaving gravity of this work — and the urgency of implementing a robust, centralized way to provide professionalized, high-quality language access services. The moment demands that we institutionalize my administration’s language access policies and practices by establishing a citywide language access program in the City of Los Angeles that is centered on equity and zeroes in on cementing a foundation for future advancement by setting a clear path to safeguarding the extraordinary progress that we have already made.

To support our ongoing efforts to establish a citywide language access program for the City of Los Angeles, I hereby direct as follows:

1. **Create a guiding language access plan (Inaugural Plan) that sets the foundation for a citywide language access and accessible communication program and serves as a model for City Departments.** The Mayor's Office of Immigrant Affairs shall take lead in creating the Inaugural Plan by the end of Fiscal Year 2021-2022. The Inaugural Plan shall meet applicable legal requirements and set forth the policies and actions taken by the Mayor's Office to ensure meaningful access to information, programs, and services, including constituent services. The Inaugural Plan shall serve as the foundational document for the citywide language access program and serve as a model for City Departments' individualized language access plans, as described in Part 3 below.
 - a. The Inaugural Plan shall be updated regularly by the Citywide Language Access Coordinator as outlined under Part 2 below, and as required by law and based on changes in service population. All updates to the Inaugural Plan shall be published on the Mayor's Office website.
 - b. The Inaugural Plan shall establish the goals and parameters of the citywide language access program that may serve as a guide to City Departments on preparing future budget requests to achieve the goals of this executive directive.
2. **Establish a Citywide Language Access Coordinator role.** The Inaugural Plan shall outline the establishment of a Citywide Language Access Coordinator (Coordinator) role within a designated mayoral office or City department that has the capacity to absorb the Coordinator role and additional support staff.
 - a. The Coordinator will lead the citywide language access program by updating and overseeing the implementation of the Inaugural Plan and addressing emerging citywide language access needs.
 - b. The Coordinator shall work directly with City Departments, via General Managers, Heads of Departments/Offices, and/or Language Access Liaisons, as defined under Part 5 below, to collect relevant information, including data and documents, in order to make pertinent updates to the Inaugural Plan that will serve all Angelenos.
 - c. The Coordinator shall advise on the existing City-provided language access resources available to Angelenos and any emerging needs, including, but not limited to, additional resources or staffing to support this role.
3. **City Departments shall create individualized language access plans (Department plans).** City Departments without an existing language access plan may adopt a template provided in the Inaugural Plan and modify it, as appropriate, to fit the types of services that the department provides.

- a. The Department plan shall be updated regularly, as required by law and based on changes in service population, and published on the City Department website.
- 4. City Departments shall report language access data to the Citywide Language Access Coordinator.** All City Departments must provide regular reporting on language access data as directed by the Inaugural Plan. Reportable data shall include the number of materials and events for which the Department provided translation and interpretation, respectively, and in what languages, number of language access services requests, types of services requested, and languages for which services were requested. The report shall be delivered to the Coordinator.
 - 5. Designate a Language Access Liaison for every City Department.** All City Departments shall designate a Language Access Liaison to serve as the link between the Coordinator and the City Department.
 - a. The Coordinator shall be notified of that person's name and contact information (including when there is a subsequent personnel change or change to that person's contact information).
 - b. The Language Access Liaison shall attend and actively engage in the Working Group meetings, as outlined under Part 6 (a) below.
 - c. The Language Access Liaison shall work directly with the Coordinator in the collection of all relevant information, including data and documents, in order to support the Coordinator's efforts in updating the Inaugural Plan, as outlined under Part 2 (a) above.
 - 6. Institutionalize the existing Citywide Language Access Working Group.** The Citywide Language Access Working Group (Working Group) shall continue to focus on improving access to City information, programs, and services for ELL Angelenos, as directed by the Inaugural Plan.
 - a. The Working Group shall be led by the Coordinator and regularly attended by Language Access Liaisons from each City Department.

Executed this 16th day of December, 2021.



ERIC GARCETTI
Mayor